



News Release

For Immediate Release:
Tuesday, November 16, 2010

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Utah Health Plans Perform Well in Consumer Survey

(Salt Lake City, UT) – As health care reform efforts continue to take shape, the quality and value offered by health plans are more important than ever. The *2010 Consumer Satisfaction Report*, released today by the Utah Department of Health's (UDOH) Health Data Committee (HDC) and Division of Medicaid and Health Financing, contains key measures evaluating the quality and performance of selected Utah health plans covering nearly 1.5 million members across the state.

"A respected annual ranking by the United Health Foundation recently named Utah the 2nd healthiest state in the nation," said UDOH Executive Director David Sundwall, M.D. "This is based on 22 measures, several of which are influenced by the percentage of our citizens having access to recommended preventive and health care services. Utah's high quality health plans play a significant role in not only sustaining that ranking, but improving it as well," he added.

Participating commercial HMOs were Altius Health Plans, SelectHealth, and United Healthcare of Utah. The eight participating PPOs were Aetna, Cigna, Deseret Mutual, Educators Mutual, Humana, Public Employees Health Program (PEHP), Regence BlueCross BlueShield of Utah, and United Healthcare. The four participating Medicaid plans were Healthy U and Molina Healthcare of Utah, both HMOs, and Select Access Preferred Provider Network and the Fee for Service Plan, both administered by UDOH. Two Children's Health Insurance Program (CHIP) plans, PEHP and Molina Healthcare, also participated.

The consumer surveys show that commercial PPOs exceeded national averages in overall ratings of health plan, physicians, overall health care, getting care quickly, physician communication and customer service experience, but ranked lower in ratings of specialists and getting needed care. Member ratings of commercial HMOs exceeded national averages in measures like the rating of health plan overall, health care overall, physicians, getting care quickly, and physician communication. They ranked slightly lower in specialists and getting needed care.

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Medicaid HMOs received higher ratings from members than their national counterparts on nearly every satisfaction measure, sometimes outscoring national benchmarks by more than 10 percent. CHIP health plans scored above national averages in all customer satisfaction measures, including ratings for physician, specialists, and their health plan overall.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey asked members to rate characteristics of their plan on a scale of 0 (“worst plan possible”) to 10 (“best plan possible”). The chart below shows percentages of members who gave their plan a satisfaction score of 8, 9, or 10.

Health Plan Satisfaction: Utah 2009	Commercial PPOs		Commercial HMOs		Medicaid HMOs	
	Utah	National	Utah	National	Utah	National
Health Plan	59%	57%	56%	61%	84%	71%
Personal Doctor	88%	82%	87%	82%	89%	76%
Health Care	81%	74%	78%	75%	84%	67%
Specialists	79%	81%	80%	81%	82%	76%

The report details results of the survey conducted by independent research firm DataStat, Inc. in the spring of 2010. Of the 7,736 enrollees who answered the survey, 1,409 were in commercial HMOs, 3,184 were in commercial PPOs, 1,895 were in Medicaid health plans and 1,248 were parents of children enrolled in CHIP HMOs.

“This publication is the 14th such report presented by the Utah Health Data Committee,” said HDC consumer representative Terry Haven. “Since 1996, countless employers, employees and families in Utah have used the reports to make informed decisions about healthcare for themselves and their families.”

For a copy of the report, which includes graphics that depict performance measures and survey outcomes, please visit <http://health.utah.gov/myhealthcare/report/cahps/2010/>.

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The mission of the Utah Department of Health is to protect the public's health through preventing avoidable illness, injury, disability and premature death, assuring access to affordable, quality health care, and promoting healthy lifestyles.